

Symantec Licensing Portal and License Management User Guide

Symantec Licensing

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Introduction to the Symantec Licensing Portal



The **Symantec Licensing Portal** enables a user to register and activate newly purchased product licenses, process software version upgrade notifications and manage existing license data.

You can access the following Licensing Portal applications once you have created your account:

- **Get a License Key**—Enables a user to:
 - Register your newly purchased product(s)
 - Process Version Upgrade license notifications
 - Assign Technical Support contacts
 - Move licenses to a new host
- **Manage My Licenses**—Enables a user to:
 - Add License Information to your personalized License Catalog
 - Search for licenses in your License Catalog
 - View and edit individual license details including order, ownership, and deployment information
 - Define your own User-Defined Fields to customize how you track your licenses
 - Share license information with other Licensing Portal users
 - View limited License History information

- **Get Software**—Enables a user to access the FileConnect Software Download application to download enterprise products as soon as they are available, rather than waiting for physical product delivery.
- **Edit My Account**—Enables a user to view and update information about your Licensing Portal account.

The following applications are available based on contractual arrangements:

- **LK Web**
- **Enterprise Flex (E-Flex)**

Managing your Portal Account

To begin, navigate to <https://licensing.symantec.com> and select your preferred language and login.

*** Please Note:** SymAccount is Symantec's User Account Management application for Business customers. With a SymAccount, you can use your login credentials and profile on multiple Symantec applications including MySymantec, MySupport, Symantec Licensing Portal, PartnerNet and Symantec Technology Network (STN).

If you already have an existing account on one of these applications, please use your existing login credentials.



Welcome to the Symantec Licensing Portal.

Welcome to the Symantec Licensing Portal. Please use the Licensing Portal to register and activate newly purchased products, manage existing license data and process software version upgrade notifications.

LKWeb users, to create a new account, please contact Symantec Customer Care or a super user.

Please Select Your Language

English	Français
繁體中文	Italiano
Deutsch	简体中文
Português	한국어
Español	日本語

Please Note: The following products require other methods of activation and are not available to transact in the Licensing Portal.

Please click on the name of the product to receive information on how to acquire and install the license that activates the following products:

- All Altiris Products and Services
- 1-Gear MSP 3.5 for Windows NT
- Symantec Gateway Security 400 Series
- Symantec Gateway Security 300 Series
- Symantec VelociRaptor 1100
- Symantec VPN Appliance
- Raptor Firewall EC 6.5
- Symantec Intruder Alert 3.6
- Symantec V2i Builder 2.0
- Symantec Enterprise Security Manager
- Symantec NetRecon 3.6

To begin, please login or create an account.

Login To Your Account

Login ID:

This may be your email address

Password:

LOGIN

(Forgot Your Password?)

New User?

CREATE AN ACCOUNT

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Managing your Portal Account continued

To create a new account, click the **CREATE AN ACCOUNT** button (located in the “Login To Your Account” section of the Licensing Portal landing page)

The following page appears, allowing you to enter your secured business account information.

Please be sure to enter data in all the *Required Fields.

Click the **SUBMIT** button to proceed to the next step of the account creation activity.

The screenshot shows the 'Create an Account' page of the Symantec Licensing Portal. The page has a header with the Symantec logo, 'Licensing Portal', and links for 'Help', 'FAQs', and 'Symantec.com'. The main content area is titled 'Create an Account' and contains several sections:

- Email address:** A text box for the email address, followed by a note: 'If you are a frequent user of Symantec.com, you may already have an account. To see whether you already have an active Licensing Portal Account, please enter your email address and click the "Do I Already Have an Account?" button.' Below this is a text box for the email address, a label '* = Required Field', and a label '* Email address:'. There is also a label '* Re-enter Email address:' and a 'DO I ALREADY HAVE AN ACCOUNT?' button.
- Additional Email Address:** A text box for an additional email address, followed by a note: 'If provided, all license transaction confirmation messages will be delivered to this email address. If multiple users need to receive licensing transaction messages, we suggest using a group (or alias) email in this field.' Below this is a text box for the additional email address, a label 'Additional Email address:', and a label 'Re-enter Email address:'.
- Create a Password:** A text box for the password, followed by a label '* Password:', a label '* Re-enter Password:', and a note 'Minimum 6 characters, no spaces, case sensitive'.
- Enter Personal Information:** A section with several fields: '* Customer Type:' (a dropdown menu with 'End User' selected), '* First Name:', '* Last Name:', '* Company Name:', '* Phone Number:' (with an 'Ext.' field), '* Street Address:', '* Country:' (a dropdown menu with 'United States Of America' selected), '* City:', '* State/Province:' (a dropdown menu with 'Select State' selected), and '* ZIP/Postal Code:'.

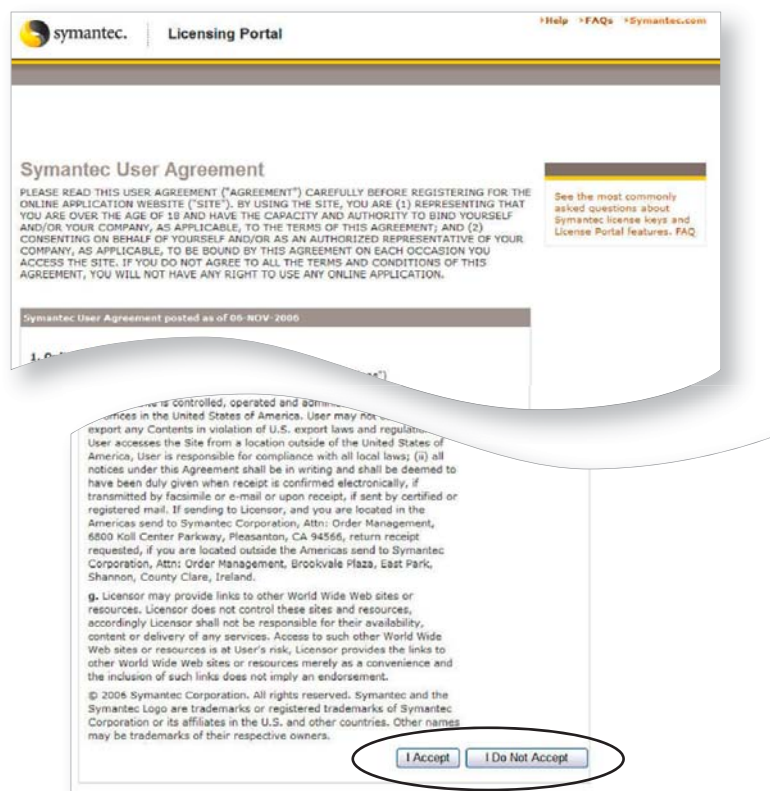
At the bottom right of the form, there are two buttons: 'CANCEL' and 'SUBMIT' (which is circled in red).

Managing your Portal Account continued

The following “Symantec User Agreement” appears allowing you to review the stated terms and conditions.

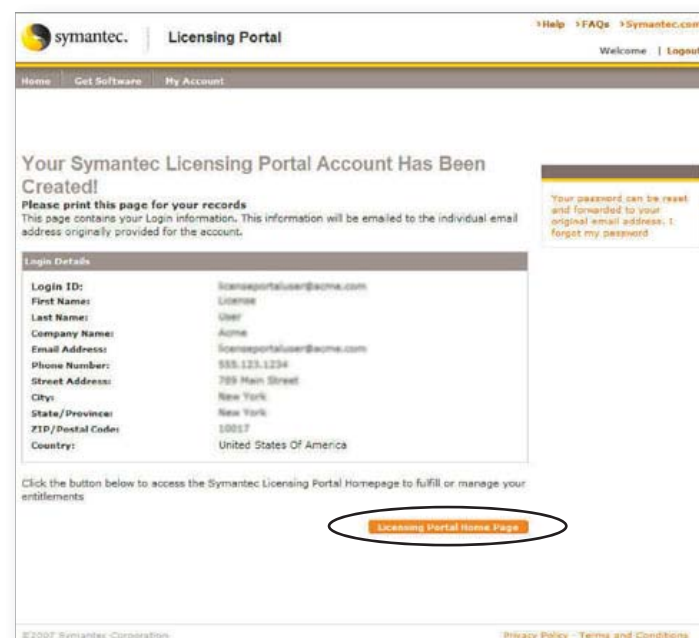
Select to proceed.

Please be sure to scroll to the bottom of the “Symantec User Agreement” to make your accept or deny selection.



After accepting the “Symantec User Agreement”, your account has been created and a confirmation email is sent to the new user.

Select the button to proceed to the Licensing Portal Home page.



Managing your Portal Account continued

As a License Portal user, you can view and update specific account information, as well as create additional data fields, used in conjunction with your License Key Details page, to help display unique user defined information about your licenses.

“My Account—Edit My Account” used to maintain secured user contact information.

The screenshot shows the 'Edit My Account' page in the Symantec Licensing Portal. The page has a header with the Symantec logo and navigation links. The main content area is titled 'Edit My Account' and includes a sub-header 'View and update information about your Licensing Portal account.' Below this, there are three main sections: 'Email address', 'Additional Email Address', and 'Edit Your Information'. The 'Email address' section has a text input field for the email address and a 'Re-enter Email address' field. The 'Additional Email Address' section has a text input field for the additional email address and a 'Re-enter Email address' field. The 'Edit Your Information' section has text input fields for First Name, Last Name, Company Name, Phone Number, and Street Address, and dropdown menus for Country, City, State/Province, and ZIP/Postal Code. At the bottom of the page, there are 'CANCEL' and 'SAVE' buttons.

“My Account—User Defined Fields” provides the ability to create additional data fields, used in conjunction with your License Key Details page, to help display unique user defined information about your licenses.

The screenshot shows the 'My Account' page in the Symantec Licensing Portal, specifically the 'User Defined Fields' tab. The page has a header with the Symantec logo and navigation links. The main content area is titled 'My Account' and includes a sub-header 'View and update information about your Licensing Portal Account.' Below this, there is a section titled 'License Fields' with a text input field for adding new fields. To the right of this section, there is a link 'See the most commonly asked questions about Symantec license keys and License Portal features. FAQ'. At the bottom of the page, there are 'CANCEL' and 'SUBMIT' buttons.

Managing your Portal Account continued

“**My Account—Customer Number**” provides the ability to associate multiple business customer numbers to your License Portal account, as well as display Customer Numbers being shared to your account.

The screenshot shows the Symantec Licensing Portal interface. At the top, the Symantec logo and 'Licensing Portal' are displayed, along with links for Help, FAQs, and Symantec.com. A user is logged in as 'License User'. The navigation bar includes links for Home, Get a License Key, Manage My Licenses, Get Software, and My Account. The 'My Account' section has sub-links for Change Password, Edit My Account, User Defined Fields, and Customer Number. The main content area is titled 'Manage Your Account' and includes a sub-header 'Add A Customer Number'. Below this, there is a text box for adding comments, followed by input fields for '* Customer Number', '* Matching Order Number', and 'Add An Optional Comment'. An 'ADD CUSTOMER NUMBER' button is present. To the right, a sidebar contains a link to 'See the most commonly asked questions about Symantec license keys and License Portal features, FAQ'. Below the main form, there are sections for 'Customer Numbers Shared With You' and 'Your Customer Numbers'. The footer includes copyright information for 2007 Symantec Corporation and links to Privacy Policy and Terms and Conditions.

Introduction to License Management

This document provides step-by-step instructions for getting license keys and using license management functions in the [Symantec Licensing Portal](#).

- If you need a new license key, please refer to the **Getting a license key for a new purchase** section.
- If you want to upgrade a license key, please refer to the **Getting a license key for a version upgrade** section.
- If you want to manage existing keys, please refer to the **License Management tools** section



Getting a license key for a new purchase

To get a license key for the new purchase of a product license, maintenance, or maintenance renewal, use the following instructions. The information that is required to complete the registration varies, based on the license that is registered. You can also use this process to “rehost” or reregister a serial number.

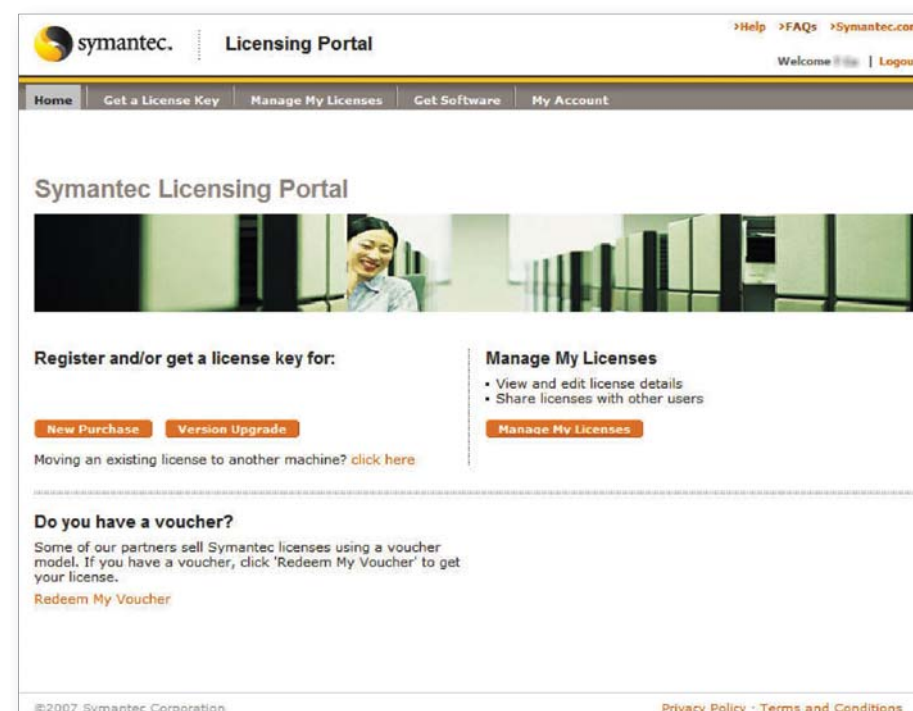
When you type serial numbers, please note the following conditions:

- Serial numbers are case-sensitive.
- Some serial numbers must be registered individually.



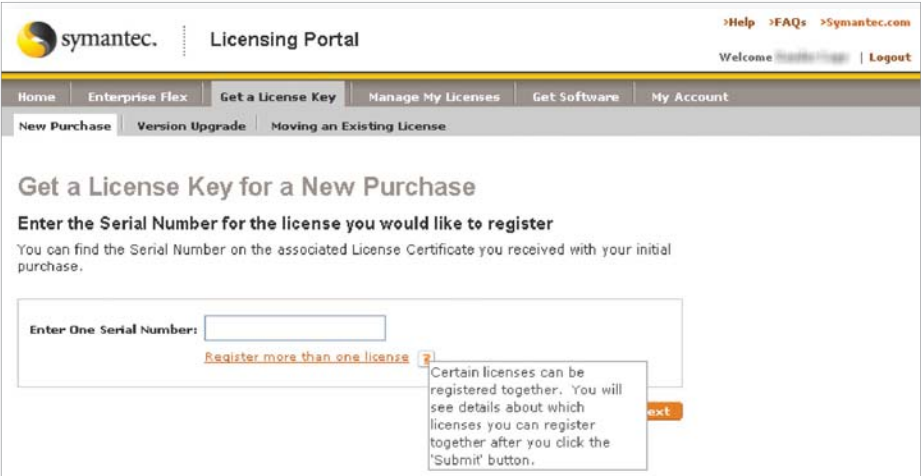
To get a license key for a new purchase

1. On the [Symantec Licensing Portal](#) home page, click **New Purchase**.

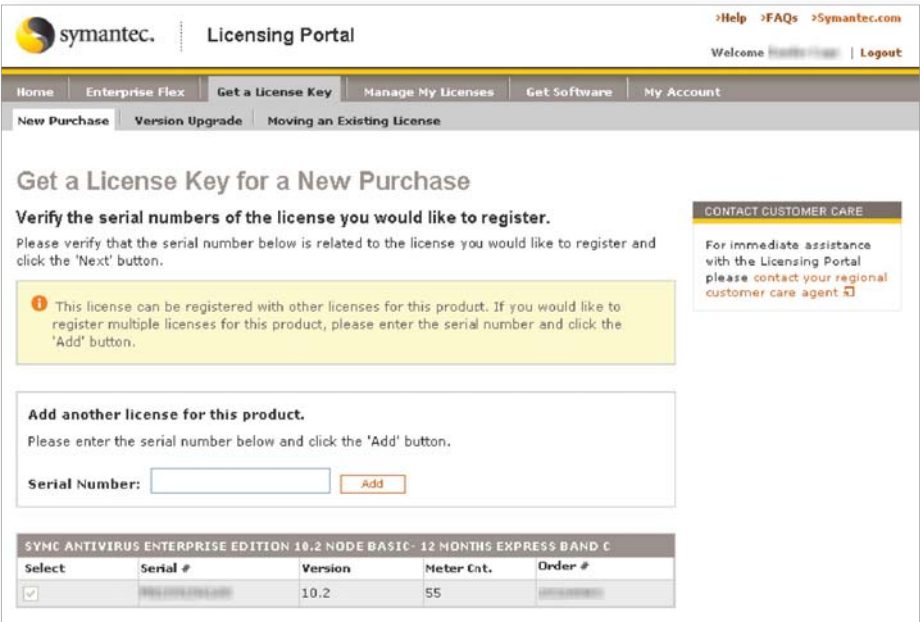


Getting a license key for a new purchase continued

2. On the Serial Number entry page, type a valid serial number, and then click **Submit**.



3. The serial number appears in a list at the bottom of the page.



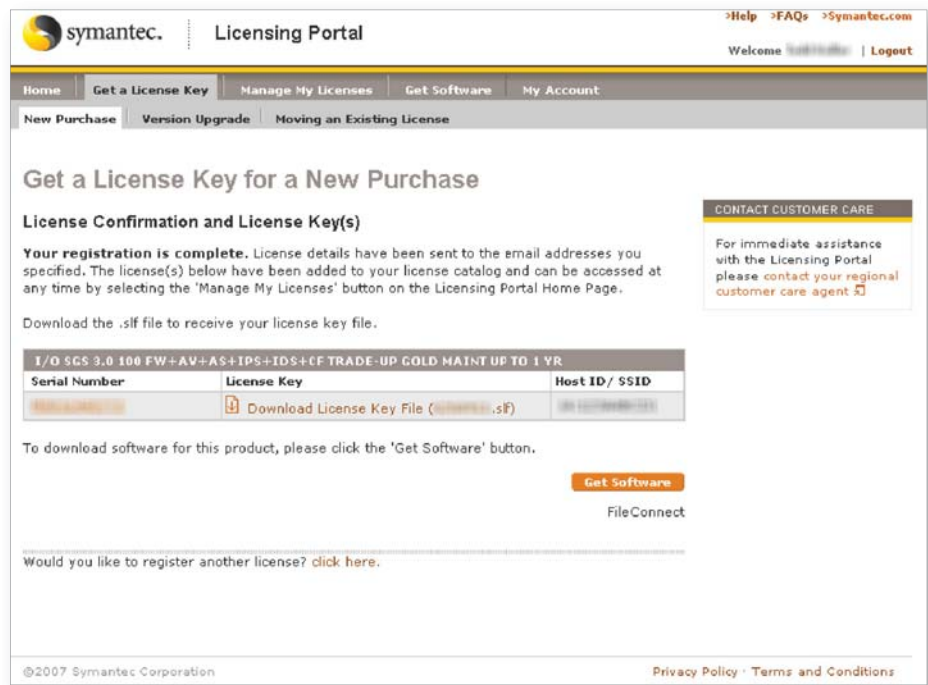
Managing Your Portal Account

- ## Getting a License Key for a Version Upgrade

License Management Tools

Getting a license key for a new purchase continued

7. If you have no more information to add, click **Complete Registration**.
Your serial numbers and license keys appear on the License Key Confirmation page.
8. If your product requires a Symantec License file (.slf file), click the license key file name to download the file.
9. (Optional) To download the software, click **Get Software**.

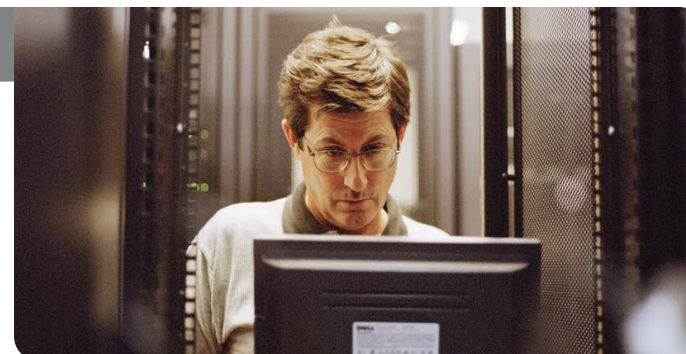


Getting a license key for a version upgrade

Version upgrades require an Upgrade Notification ID. The Upgrade Notification ID is located in the upgrade notification, which is sent by email. The information that is required to complete an upgrade varies, based on product.

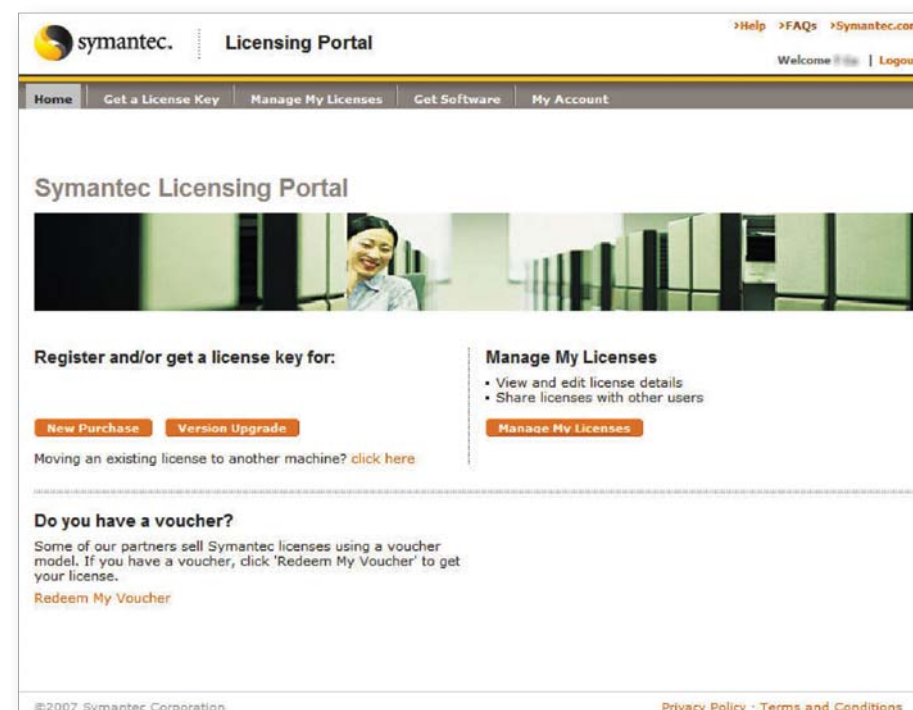
When you upgrade a product license, please note the following conditions:

- You can upgrade those licenses that the current portal user owns or shares.
- You can upgrade licenses that do not have a portal owner (unowned licenses).
When you upgrade unowned licenses, you become the portal owner.



To get a license key for a version upgrade

1. On the [Symantec Licensing Portal](#) home page, click **Version Upgrade**.



Getting a license key for a version upgrade continued

2. On the Version Upgrade page, type the Upgrade Notification ID, and then click **View Upgrades**. The Upgrade Notification ID is located in the Upgrade Notification, which is sent by email. If you do not have an Upgrade Notification ID, click Help at bottom of the page to view available upgrade notifications for your account.

Get A License Key For An Upgrade

Enter the Upgrade Notification ID

Please enter your Upgrade Notification ID to access the products on the notification. You'll find your notification ID on your original version upgrade notification.

Upgrade Notification ID:

[Back](#) [View Upgrades](#)

[I don't have an upgrade notification ID. Help](#)

CONTACT CUSTOMER CARE

For immediate assistance with the Licensing Portal please contact your regional customer care agent.

3. On the Upgrade Product Selection page, next to the product description, click **Upgrade** to continue with the upgrade process. If all upgrades are complete, you can still view a list of the upgraded licenses and owners.

Get A License Key For An Upgrade

Select the product you would like to upgrade

The following product(s) are eligible for upgrades. Please select the product you would like to upgrade by clicking the appropriate 'Upgrade' button.

Upgrade Notification #:
Company Name:
Customer Number:

Products Available For Upgrade

Products	# of Licenses	Upgrade From	Upgrade To	
Backup Exec 10d Windows Small Business Server Remote Agent (CAL) for Windows Servers v10.1 License	1	10.1	11D	All licenses have been upgraded. View Licenses
Backup Exec 10d Windows for Small Business Servers with Continuous Protection Server (CPS) v10.1 License	1	10.1	11D	Upgrade

[Back](#)

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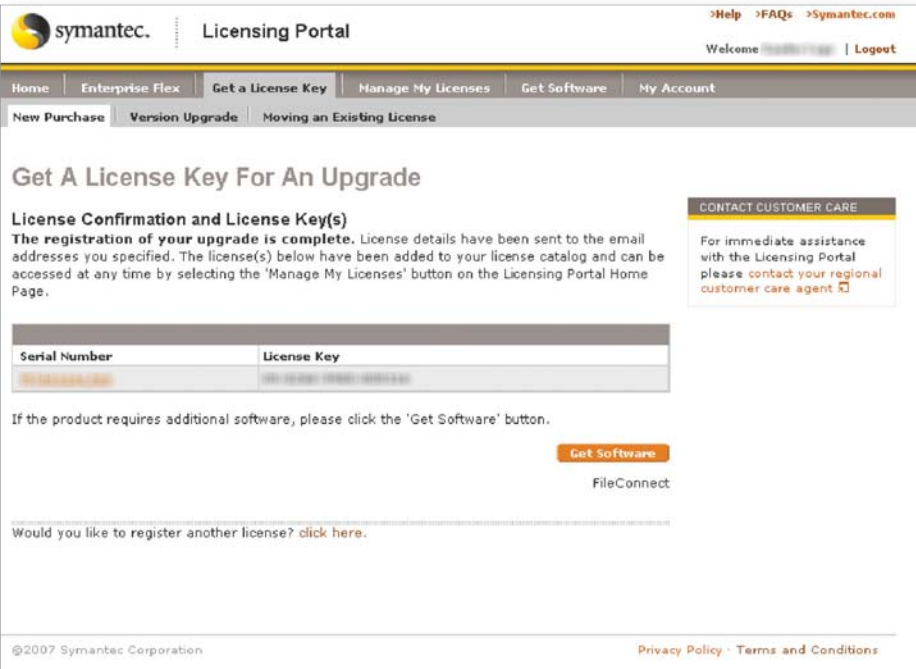
4. On the Upgrade License Selection page, in the Select column, check the individual licenses to upgrade, and then click **Upgrade**.

5. On the License Information Verification page, provide all required information. Some information may automatically appear, based on existing license registration information.
6. When all information is accurate, click **Complete Registration**.

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Getting a license key for a version upgrade continued

7. Your new version serial numbers and license keys appear on the License Key Confirmation page.



8. If your product requires a Symantec License file (.slf file), click the license key file name to download the file.
9. (Optional) To download the new version software, click **Get software**.

License Management tools

You can manage your entitlements and license keys by using the links in the License Key Options area on the License Key Details page.

The following screen shot shows the License Key Options area and some of the possible links.



Moving a license to a new address

You can move a license from one install-at address to another address.

To move a license to a new address

1. Under License Key Options, click **Move License To a New Address**.

A screenshot of the 'Move License Key - Select an address' form. The form has a title bar with tabs: 'Manage Licenses', 'Version Upgrades', 'Voucher Center', 'Enterprise Flex', 'File Connect', and 'Home'. The main heading is 'Move License Key - Select an address'. Below the heading is a paragraph: 'Select an existing address or create a new address to which you would like to move your license. Creating a new address will not impact your ability to move a key.' Below this is a paragraph: 'You are requesting to move Serial Number (XXXXXXXXXX) from'. Below this is a section titled 'Search Addresses'. It contains a dropdown menu for 'Country' (labeled 'Select Country'), a dropdown menu for 'State/Province' (labeled 'Select State/Province'), a text input field for 'Other State/Province', a dropdown menu for 'Where' (labeled 'Select One'), a text input field for 'Starts With', and a text input field for 'For Customer Number'. There is a 'Show Addresses' button. At the bottom of the form is a section titled 'Request to create a new address' with the text: 'To move the license to an address not listed above, create a new address here. Request new address creation'.

License Management tools continued

To search for an existing address

1. Under Search Addresses, select or type the appropriate search criteria.
2. Click **Show Addresses**.

Manage Licenses	Version Upgrades	Voucher Center	Enterprise Flex	File Connect	Home
---------------------------------	----------------------------------	--------------------------------	---------------------------------	------------------------------	----------------------

Move License Key - Select an address

Select an existing address or create a new address to which you would like to move your license. Creating a new address will not impact your ability to move a key.

You are requesting to move Serial Number (*********) from
000-000000-000
0000-0000-000
00000-0000-000

Search Addresses

Use the menu below to search for an existing address.

Country: **United States Of America** State/Province: **New York**
(only required if U.S. or Canada)

Other State/Province:

Where: **Select One** Starts With:

For Customer Number: **Show Addresses**

Viewing Addresses 1 - 33 of 33

Address1	Address2	City	State Province/ Region	ZIP/ Postal Code	Country	
0 LIBERTY PLACE	FLOOR 10	NEW YORK	NY --	10006	US	Select
0 NEW YORK PLACE	LAN OPS FLOOR 48	NEW YORK	NY --	10004	US	Select
0 NEW YORK PLACE	45TH FLOOR	NEW YORK	NY --	10004	US	Select

3. Click the **Select** link for the address to which you want to move the license.

To create a new install-at address to which to move your license

- 1. Click **Request new Address Creation.****

Manage Licenses

Version Upgrades

Voucher Center

Enterprise Flex




File Connect

Home

Move License - Create New Address

Request To Create A New Address

Enter the address where you would like to move your license key.
* Indicates required field

Customer Number	<input type="text"/>
Address 1	<input type="text"/> *
Address 2	<input type="text"/>
Address 3	<input type="text"/>
Address 4	<input type="text"/>
City	<input type="text"/> *
Country	<div>Select Country  *</div>
State	<div>Select a State </div>
Other State	<input type="text"/>
Province/Region	<div>Select Province </div>
Other Province	<input type="text"/>
ZIP/Postal Code	<input type="text"/> *

Comments

2. Type the address information in the required fields and in the optional fields, as appropriate.
3. Review the terms and conditions, and then select the agreement check box.
4. Click **Submit**.

License Management tools continued

To edit user-defined fields for a license

1. Under License Key Options, click **Edit User-Defined Fields For This License**.

Manage Licenses | Version Upgrades | Voucher Center | Enterprise Flex | File

License Management Home | License Catalog

Edit User-Defined Fields For This License

Add or edit user-defined field values for this license.

Customer Name:
Customer Number:
Product(SKU): Cluster Server for Solaris Standard License Tier 1(A02562F-100000)
Serial Number:
Host ID:
SAN: N/A
System Type: GP7000F Model 650
Date Generated: 07-Sep-2006

License Fields

Edit user-defined field values for this license key. Use caution when deleting, editing, or adding a value because the change will be made to this license key for all users with access to this key. To make changes to your user-defined fields associated to your account, go to [Manage Your Account](#)

Name

Save

2. Make the necessary changes.

3. Click **Save**.

The following screen shot shows that the user-defined field Name is changed to Customer Name on the License Key Details page.

Manage Licenses | Version Upgrades | Voucher Center | Enterprise Flex | File

License Management Home | License Catalog

The changes made to the User-Defined fields for this license should be reflected in the details below.

License Key Details

Below are the details and history for the license you selected.

Order Details

Customer Name	
Customer Number	
Order Number	
Entitled Price Tier	1
Quantity Purchased	1

License Key Details

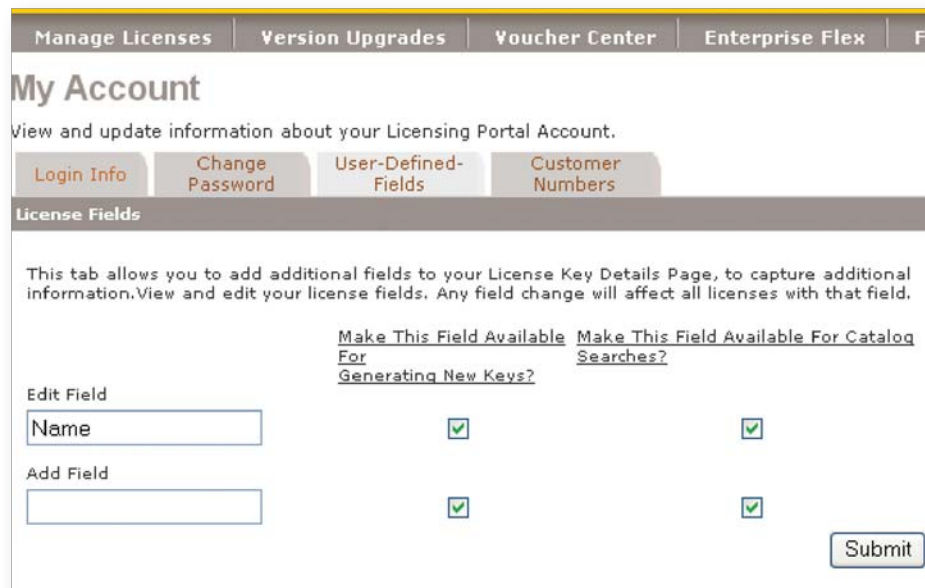
Product (SKU)	Cluster Server for Solaris Standard License Tier 1 (A02562F-100000)
Product Version	1.3.0
RTSM ID:	
Serial Number	
Host ID	
Deployed Price Tier	1
System Type	GP7000F Model 650
Date Added:	N/A
Date Registered	07-09-2006
Start Date	N/A
End Date	N/A
SAN	N/A
Alternate Contact:	Alternate Contact
Name:	Customer ID
License Keys	N/A

License Management tools continued

4. To add user-defined fields, click the **My Account** link. The following screen shot shows only the top part of the page.

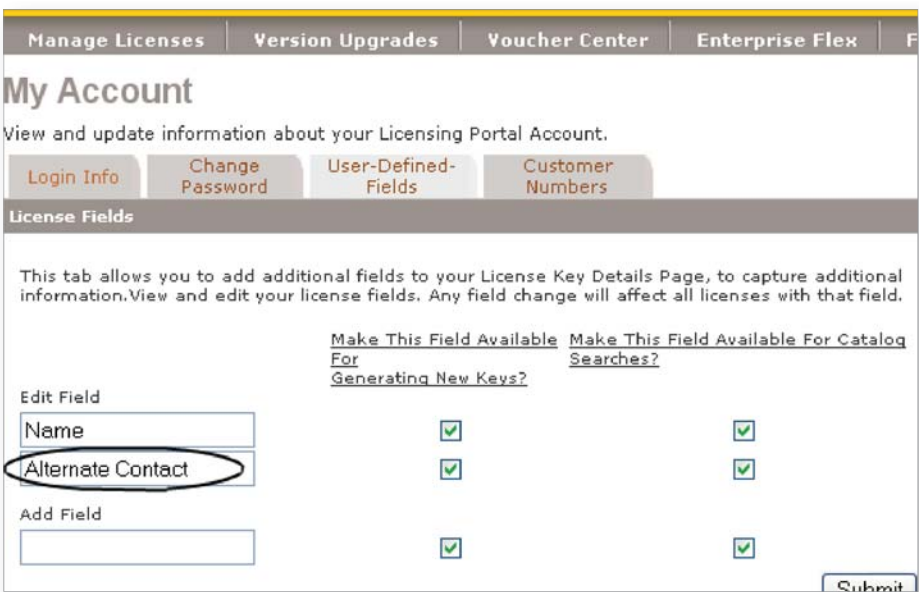


5. On the My Account page, click **User-Defined-Fields**.



6. To add a field, in the Add Field box, type a new field name, and check the appropriate boxes.

7. Click **Submit**.



License Management tools continued

To add a comment about a license

- 1. Under License Key Options, click the **Add Comment** link.

Manage Licenses | Version Upgrades | Voucher Center | Enterprise Flex | File

License Management Home | License Catalog

Add A Comment To This License

Use the space below to enter comments or notes and store with the license information for later use or review.

Enter Comment Details

Comments

Add Comment

- 2. Enter comments or notes about this license in the **Comments** textbox.
- 3. Click **Add Comment**.

Transferring license ownership

You can make a request to transfer ownership of your license to another Licensing Portal account.

Note: This does not relate to the ownership on the actual order, but to ownership in the License Catalog.

To transfer license ownership

- 1. In the License Key Details page, click the License Ownership Assignment & Transfers link. You can also navigate to this page by clicking the Customer Service link on the License Management home page.

Manage Licenses | Version Upgrades | Voucher Center | Enterprise Flex

License Management Home | License Catalog

Customer Service

Submit questions to Customer Service regarding your licenses or using License Management. Contact our Support Desk for immediate assistance.[View Support Desk](#) [Contact Information](#)

Open A New Request

Have a question about your license keys or about License Management?

[Open A General Request](#)

Request To Re-assign (transfer) License Ownership

Go here if you wish to transfer ownership of your licenses to a different Licensing Portal user.

[Request License Ownership Transfer](#)

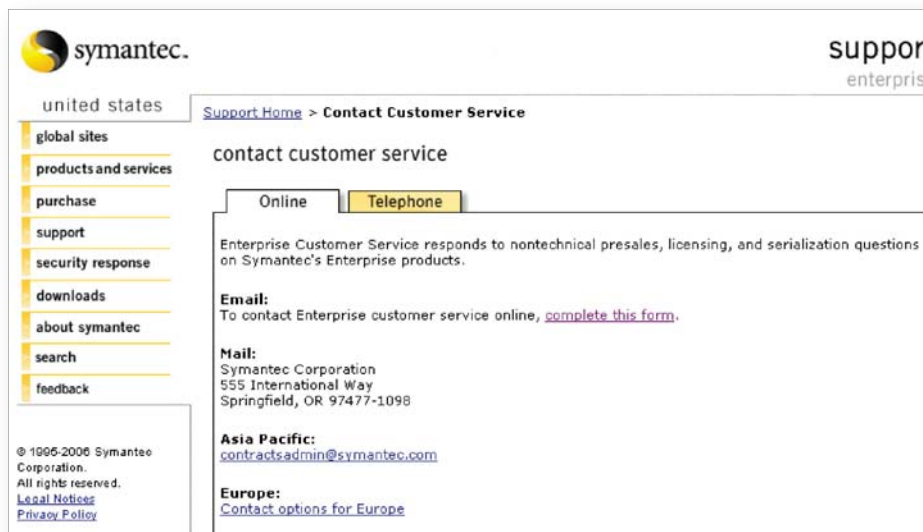
Request To Assign Ownership of Licenses

Go here if you wish to add licenses to your Licensing Portal account.

[Request License Assignment](#)

License Management tools continued

2. To transfer ownership of your license to another Licensing Portal account, click the **Request License Ownership Transfer** link.



3. Under Email, click the **complete this form** link.
4. Enter information in the required fields and in the optional fields, as appropriate.
5. In the Type of Request drop-down list, click **Contract change request**.
6. Describe the issue in the Description of Issue text box, and include the following information:
 - Licensing Portal account user name to which the license will be assigned
 - Licensing Portal account user name from which licenses will be unassigned
7. Click **Submit**. An email message is sent to you when the request is verified and processed.

License Management tools continued

Sharing a license key

The Sharing feature enables users to control who has access to their license keys. When you register an entitlement and receive a license key, you become the “owner” of that license key within the Symantec Licensing Portal (this has no relation to who purchased the entitlement).

When you become the owner of a license key within the Licensing Portal, you can share that key with other Licensing Portal users.

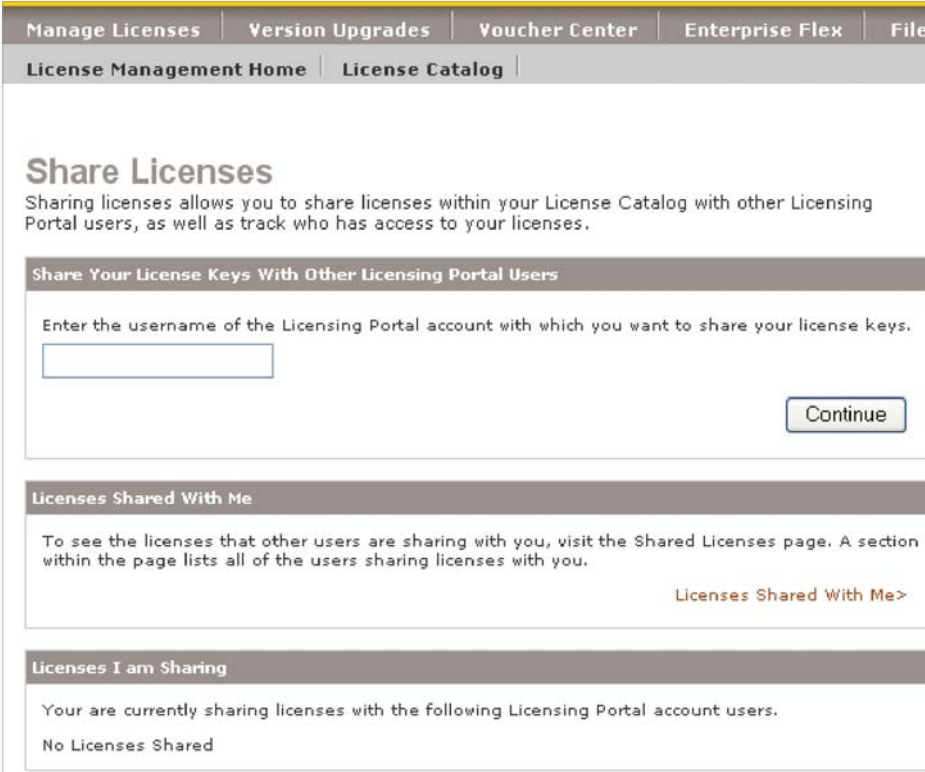
With Sharing you can do the following things:

- Share licenses with other Licensing Portal account users.
- View licenses that other users share with you.
- View and delete licenses that you share.
- Manage shared user-defined fields.

Note: Currently you cannot share a single license key. When you share a license key, you share all keys that have the same related customer number.

To share licenses

1. Under License Details Options, click **Share Licenses**.



License Management tools continued

2. To share your licenses, under **Share Your License Keys With Other Licensing Portal Users**, type the user name of the Licensing Portal account with which you want to share your licenses.
3. Click **Continue**.
4. Under **Non-EFlex Licenses—Select Customer Numbers**, select the customer numbers for the licenses that you want to share. You can share licenses in the Enterprise Flexible application.
5. In the **Access Level** drop-down list, set the access level for the user with whom you want to share your license. You can grant users view-only access or full access to all licensing functions, such as generating license keys or rehosting.

Manage Licenses	Version Upgrades	Voucher Center	Enterprise Flex	File
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[License Management Home](#) | [License Catalog](#)

Share Your Licenses

You have selected to share licenses with [John.Doe@symantec.com](#). Please provide us with some more detail as to the keys you wish to share.

Share My License

Non EFlex-Licenses Select Customer Numbers
You can choose to share license keys from certain customer numbers only. Please check those numbers that you wish to share.

Customer Number	Description	Select
123456789	Microsoft Office 2007	<input type="checkbox"/>
987654321	Microsoft Office 2010	<input type="checkbox"/>
111111111	Microsoft Office 2013	<input type="checkbox"/>

[Clear All](#) | [Select All](#)

Access Level
Please select whether you would like the user you are sharing your keys with to only see the keys you share, or if the user has full access to all license functions on your licenses, such as requesting a Host ID Change.

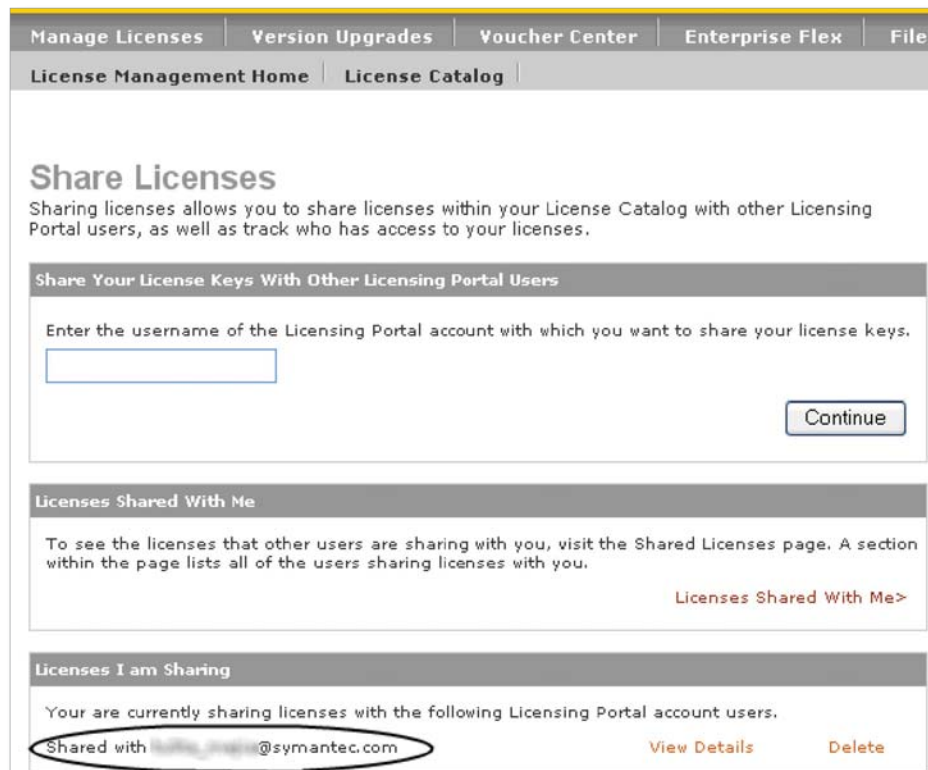
▼

Comment
Add an optional note for your convenience.

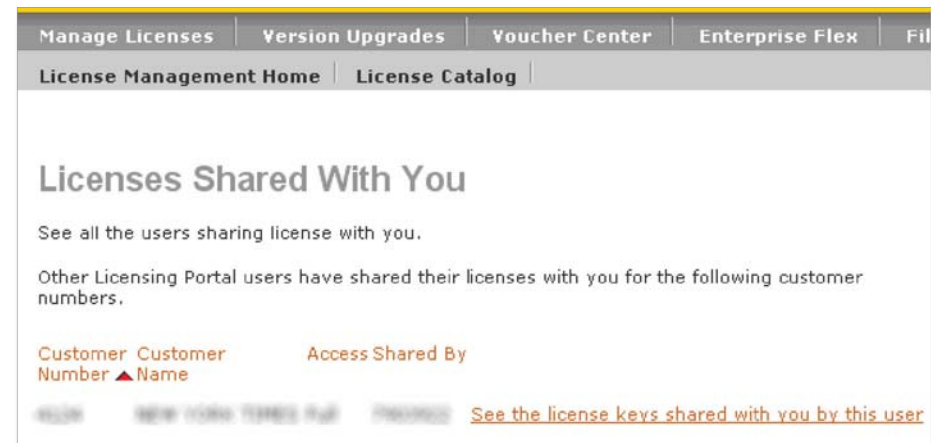
License Management tools continued

- 6. Click **Finish**.**

An email message is sent to notify the person with whom you selected to share your license. The email message provides information about where to go to configure user-defined fields.

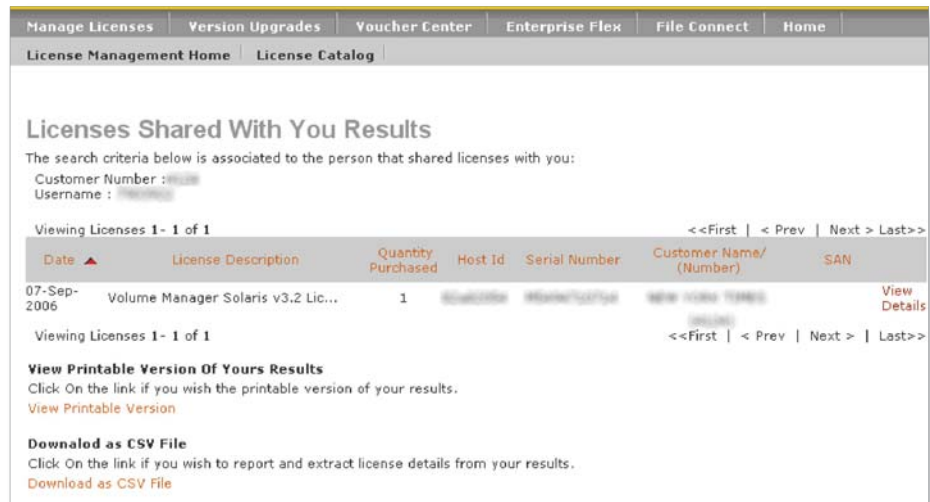


- To view licenses that other Licensing Portal account users are sharing with you, click the **Licenses Shared With Me** link.



License Management tools continued

8. On the Licenses Shared With You page, to see the license keys that are shared with this user, click the **See the license keys shared with you by this user** link. The results appear on the Licenses Shared With You Results page.



To remove shared licenses

1. On the Share Licenses page, click the **Delete** link for the shared license that you want to remove.



2. Click **Remove Sharing**.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at **www.symantec.com**.

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